THE CHICAGO SYMPHONY ORCHESTRA ASSOCIATION

JOB DESCRIPTION

TITLE: Donor Dining and Stewardship Coordinator (Part Time)  
REVIEWED: 7/5/2022

FLSA STATUS: Non-exempt
DEPARTMENT: Development

GENERAL SUMMARY
The Donor Dining and Stewardship Coordinator is primarily responsible for the stewardship and dining experience of donors to the Chicago Symphony Orchestra who, by virtue of their philanthropic support, have privileges in The Richard and Helen Thomas Club at Symphony Center. The Donor Dining Stewardship Coordinator is a member of the Chicago Symphony Orchestra Association’s Development team and supports the goals of the department to secure contributed revenue and steward CSOA donors in a personal and engaging manner that prioritizes contributed income goals and donor experience, loyalty and satisfaction.

The Donor Dining and Stewardship Coordinator collaborates with the on-site food and beverage management company to ensure that donors who dine in the Club are served in a manner that reflects the excellence of the Chicago Symphony Orchestra Association, and which enhances the donors’ Club experience as part of their overall concert attendance. The Donor Dining and Stewardship Coordinator will also work closely with the CSOA Development staff to gain a familiarity with the donors in order to steward them appropriately.

Hours of The Thomas Club’s operation are seasonal and vary with the performance schedule of the Chicago Symphony Orchestra, but there are generally 3-5 dining services in association with evening/matinee concerts per week. The Donor Dining and Stewardship Coordinator will be expected to be on duty for all meal services, and to perform regular administrative duties throughout the week, for an anticipated average of 25 hours per week.

CSOA is an equal opportunity employer where all qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin. We value diversity and inclusion and seek to build and maintain a community and culture that celebrates and values diverse backgrounds, identities, and perspectives. We consider equivalent combinations of experience and education for jobs, and all candidates who believe they possess equivalent experience and education are encouraged to apply.

PRINCIPAL DUTIES AND RESPONSIBILITIES
1. Serve as host in The Richard and Helen Thomas Club at all dining services (typically 3 – 4 meals weekly). Greet patrons, ensure prompt seating and service, and provide information as necessary.
2. Serve as the primary contact for Club patrons, learning patrons’ names and preferences in order to greet them in a personal manner and make them feel welcome any time they dine at the Club.
3. Manage the reservations for dining in The Richard and Helen Thomas Club, accommodating patrons and making seating assignments. Follow up on any phone or email inquiries about reservations in a prompt and professional manner.
4. Become proficient in the appropriate facets of the CSOA’s customer relations management system, called Tessitura, to enter dining reservations correctly and consistently as a means of tracking Club usage and donor interaction.
6. Collaborate with restaurant manager to ensure that the Chef has a clear understanding of upcoming reservations status, to ensure adequate staffing levels for dining services.
7. Monitor service during dinner to maintain highest quality attention to patrons and to facilitate flow of meal process in a timely manner for concert patrons.
8. Support the Donor Engagement team on special projects and individually-designed donor benefit experiences.

REPORTING RELATIONSHIPS

1. Reports directly to the Director of Individual Giving and Affiliated Donor Groups and works in close collaboration with the Manager of Governing Member Gifts.
2. Regularly interacts with members of the Development, Patron Services, and other departments within the CSOA.
3. Regularly interacts with CSOA board, donors and other patrons.

KNOWLEDGE, SKILLS AND EXPERIENCE:

1. High school diploma required. Associates degree or higher preferred.
2. Either 2-4 years experience in a fine dining or private club environment, or comparable experience in event management, hospitality, customer service, or membership associations, required.
3. Experience in fundraising or development is a plus.
4. Excellent people and communication skills with a variety of constituencies is required.
5. Ability to serve as a front line representative of the CSOA and interact with patrons and CSOA colleagues in a friendly and efficient manner.
6. Demonstrated outstanding customer service.
7. Ability to communicate clearly in person, by phone, and via email.
8. Willingness to learn and communicate about the food and beverage program at the CSOA.
9. Excellent organizational skills, attention to detail, drive and motivation.
10. Ability to respond to unexpected situations or solve problems rapidly and in a manner consistent with organizational expectations.
11. Knowledge of Internet, Microsoft Word, Outlook and database systems is required. Knowledge of Tessitura is a plus.
12. Knowledge/appreciation of classical music and experience in the performing arts field is a plus.
13. Flexibility with schedule with evenings and weekend work required.
14. This job is seasonal, September through June, in conjunction with the CSO’s performance schedule.